

Amendments to the Specification:

Please replace the paragraph beginning on page 16, line 1, with the following paragraph:

Figure 3 is an overview of the components of the troubleshooting process. Web-server 200 is shown. The customer communicates with troubleshooter 201 (shown in Figure 1) within web-server 200 through web-browser 206 running on customer PC 401. The customer receives suggestions 203 from troubleshooter 201 and in return provides answers 204. The customer uses troubleshooter 201 when experiencing a malfunction in the printer system which consists of printer server 209 and printer 210. In general, when a customer attempts to print from an application 406, the print job first goes to a printer driver 407, then through a local spooler 408, if utilized, and then to an operating system (O/S) redirect 409. O/S redirect 409 is the part of the operating system that determines which way the print job goes, i.e., to a network connection 413 via a network driver 410 and a network card 411, or to a local port 412 in the case of a local parallel connected printer. If the print job goes to a local parallel connected printer, the print job goes through a parallel cable 415 before reaching printer 210. If the print job goes to a network printer, it either goes through network connection 413 to printer server 209, or through a direct network connection 414 to printer 210. Direct network connection 414 may be utilized for certain printers, e.g., the HP LaserJet 5Si

available from Hewlett-Packard Company, having a business Address of 3000 Hanover Street, Palo Alto, California 94304. When printer 210 is controlled by printer server 209, the print job goes through a printer queue 420 in printer server 209, and then the print job is sent across either a network connection 417 to printer 210, or a parallel cable 418, depending upon how printer 210 is connected to printer server 209.

Please replace the paragraph beginning on page 20, line 12, with the following paragraph:

While in Figure 4 there are only represented two levels of the cause-structure ~~in Figure 4~~, there can be arbitrarily many levels of causes and subcauses.

Please replace the paragraph beginning on page 29, line 3, with the following paragraph:

The question in troubleshooting step Y requests information about a symptom - whether the configuration page is printed light. This is a symptom of causes 1-5, 8 and 11. These causes are the hardware causes that are still in effect when the configuration page is printed. The non-specified causes are software causes that have no effect in this situation. The acquisition of probabilities for questions is further described below.

Please replace the paragraph beginning on page 54, line 23, with the following paragraph:

A fix by power cycling printer checkbox 69 allows the author to mark that this cause can be fixed by power cycling the PCprinter.

Please replace the paragraph beginning on page 62, line 19, with the following paragraph:

Selecting an explanation button 123 brings up explanation editor interface 160, shown in Figure 16. In explanation box 161, an explanation of the question can be given. Often, the name of the question is not sufficient for a troubleshooter to understand the nature of the causequestion, and in these situations a longer explanation is beneficial. The explanation is written such that it can be presented to a user of the finished troubleshooter. In a box 162, a note giving further information about the cause-question can be given. This can be used for information relevant to the authors of the troubleshooters that should not be seen by the users of the finished troubleshooter.

Please replace the paragraph beginning on page 64, line 11, with the following paragraph:

General question editor interface 120 shown in Figure 12 also includes a checkbox 126 that allows an author to specify whether the question is forced in sequence. This is sometimes relevant for questions that should always be asked before starting the real troubleshooting, for example, for ensuring some initial belief about the environment. The author can specify that the ~~action~~ question be forced as one of the first questions, and give it the number in this forced sequence.

Please replace the paragraph beginning on page 65, line 16, with the following paragraph:

Selecting an explanation button 143 brings up explanation editor interface 160, shown in Figure 16. In explanation box 161, an explanation of the question can be given. Often, the name of the question is not sufficient for a troubleshooter to understand the nature of the ~~cause~~question, and in these situations a longer explanation is beneficial. The explanation is written such that it can be presented to a user of the finished troubleshooter. In a box 162, a note giving further information about the ~~cause~~question can be given. This can be used for information relevant to the authors of the troubleshooters that should not be seen by the users of the finished troubleshooter.

Please replace the paragraph beginning on page 66, line 11, with the following paragraph:

A checkbox 146 allows an author to specify whether the question is forced in sequence. This is sometimes relevant for questions that should always be asked before starting the real troubleshooting, for example, for ensuring some initial belief about the environment. The author can specify that the ~~action~~-question be forced as one of the first questions, and give it the number in this forced sequence.